

2019

Statewide Service Provider Online Account Updates

Division of Vocational Rehabilitation



Service Provider Meeting
Spring 2019
Madison, WI

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DVR Contract Specialist

Department of Workforce Development

Agenda

- Accessing Online Account
- Online Account Roles
- Online Account Updates:
 - Update Trainings
 - Criminal Background Check
 - Updating/Removing Staff
- Website Resources

Accessing Service Provider System



To access online account:

<https://webapps.dwd.state.wi.us/dvrserviceprovider/>

[Home](#) [Accessibility](#)

[Login](#)
[Help](#)

Welcome to the DVR Statewide Service Provider System


You have accessed the online service agreement process for Statewide Service Providers. The first step in this process is a face to face meeting with your local Workforce Development Area Director for a local vetting interview. The interview and online completion may happen simultaneously.

The online process includes completion of information about your business and the services you intend to offer as well as required legal documents. Once all of the required forms are completed, your agreement will be submitted to the DVR Contract Specialist and DVR Administration for approval. You will receive an email notice of final approval and will be able to print your agreement.

NOTE: This process is NOT required unless you plan to provide at least one of the following: Benefits Analysis, Internship/Temporary Work, Job Coaching, Job Preparation/Development and Placement, Supported Employment or Vocational Evaluation services.

For information about provision of other services to DVR consumers contact the local DVR office. DVR website: <http://dwd.wisconsin.gov/dvr/>

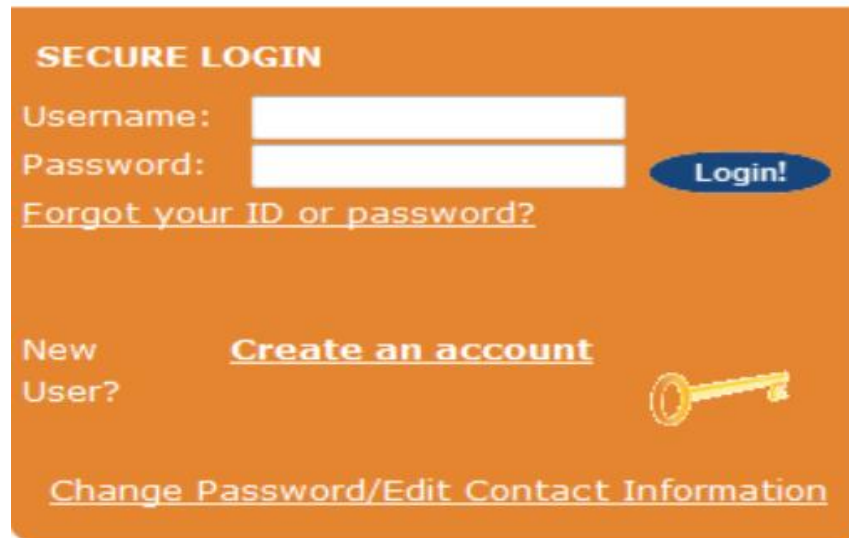
SECURE LOGIN
Username:
Password: [Login!](#)
[Forgot your ID or password?](#)

New User? [Create an account](#) 
[Change Password/Edit Contact Information](#)

Log-in Issues



- Forgot your username/password?
- Click on the link for Username/Password Recovery Process:
<https://webapps.dwd.state.wi.us/dvrserviceprovider/>

A screenshot of a web login form with an orange background. At the top, the text "SECURE LOGIN" is displayed in white. Below this, there are two white input fields for "Username:" and "Password:". To the right of the password field is a blue oval button with the text "Login!" in white. Below the input fields is a link that says "Forgot your ID or password?". At the bottom left, the text "New User?" is shown. To its right is a link that says "Create an account" in a bold, italicized font. Further right is a yellow key icon. At the very bottom, there is a link that says "Change Password/Edit Contact Information".

Request for Registration



- New users can create/register an account at: <https://webapps.dwd.state.wi.us/dvrserviceprovider/>
- Personnel need to be listed in the online account in order for registration to be completed

Service Agreement Roles

- Main Contact
 - Responsible for all activities performed under service agreement
 - View all menu items: Details, Location, Personnel, Subcontractor, Agreement, Request for Assistance, Demand/Supply Maps, Accessibility.
 - Listed as point of contact on Consumer Selection Tool (CST)
 - Recipient of all Statewide DVR Communications
- Administrator
 - View all menu items: see above

Service Agreement Roles (Cont.)

- Staff Role
 - View the details, locations, request for assistance and accessibility menu items
 - ***No access to personnel, subcontractor, or agreement, etc.***
- Scanning Role
 - Send in reports electronically to DVR through URL web portal
 - ***Recommendation: allow for at least two personnel to have web access and ability to manage the online account.***

Managing Service Provider Account



- Update Personnel/Subcontractor Profiles
 - **CBC-2019 Date, Services, Locations, etc.**
- Update service locations within account as needed and link to at least one personnel profile
- Add new personnel/subcontractors throughout the year
- Enter Effective End Dates when appropriate
- Upon entry, DVR Contract Specialist is notified about staff with any level of Web Access that leave agency

Service Locations

- Review Counties/Communities on Details Page
- List at least one service location/county served that is used for providing services to DVR consumers

Criminal Background Checks



- Background checks:
 - Completed **annually** (2019 calendar year)
 - Required for **all staff and others** (subcontractors, unpaid staff, students, or volunteers) involved in providing services, processing records, or billing under service agreement **prior to** working with DVR consumers
 - Includes review of the Sex Offender Registry:
<http://offender.doc.state.wi.us/public/home/jsp>

Criminal Background Check Process



- Send copies to DVR:
 - When new personnel or subcontractors are added to the online provider account
 - If a criminal conviction has occurred since last year's background check for any existing personnel/subcontractors that could be considered substantially related per DVR CBC Policy
 - dvrserviceproviders@dwd.wisconsin.gov or fax to 608-266-1133
- See CBC Policy at: http://dwd.wisconsin.gov/dvr/service_providers/criminal_background_policy.pdf
(Click on **Agreement References**)
- Keep CBCs on file for all personnel or subcontractors

Required Trainings

- Technical Specifications: required ***once***
- IT Security Awareness: required ***annually***
- Ethics: required ***every five years***
- Required Trainings:
 - https://dwd.wisconsin.gov/dvr/service_providers/training.htm
- **Online account updates due by 06/30/2019**

Agreement for Services Reminders



- Two year agreement term: **07/01/2018 - 06/30/2020**
- Please do not submit a new service agreement
- DVR review meetings will be determined by the local WDA Director
 - Process may vary by WDA
 - Questions regarding this process should be directed to the local WDA Director

Agreement for Services Reminder (Cont.)



Section 5: DVR Consumer Personal Information

- Purge three years after final payment
- All personal consumer information shall be shredded or otherwise destroyed in a manner which protects the confidentiality of the information

Agreement Standard Terms and Conditions



Section 6.2:

- No changes to insurance requirements
- Commercial Liability requirement of \$1,000,000
- Auto: ***Only applies to Employer-Owned/Employee Used Vehicles***
 - Upon request, provide motor vehicle insurance for all business-owned vehicles used in carrying out this Agreement. Minimum coverage shall be one million dollars (\$1,000,000) per occurrence combined single limit for automobile liability and property damage.

DVR Service Provider Website



https://dwd.wisconsin.gov/dvr/service_providers/

HOME > VOCATIONAL REHABILITATION > INFORMATION FOR DVR'S SERVICE PROVIDERS

Information for DVR's Service Providers

Statewide services include: Work Incentive Benefits Analysis, Internship/Temporary Work, Systematic Instruction, Job Preparation, Development and Placement, Supported Employment, Vocational Evaluation, IPS Supported Employment, and Customized Employment.

To provide any of these statewide services, there is an established vetting process and completion of a statewide service agreement is required. Statewide service agreements are completed online. DVR provides many other services to DVR consumers not included in the listing. For information on providing those services please contact your local DVR office.

New Providers

If you are a new agency or person interested in serving DVR consumers as an approved statewide provider, you will need to arrange a face to face interview with the Workforce Development Area Director. Please see [Process for New DVR Service Providers](#) and [DVR Office Locations](#).

Existing Providers

Please note that the DVR Service Provider Annual Report is no longer required for the 2017-18 Service Agreement term. The decision was based on the following:

- Numbers on the 2016-17 Annual Report varied based on the individual Service Provider's approach to data tracking e.g. some Service Providers included carryover from the previous State Fiscal Year while others did not.
- The time required to track data throughout the year increased Service Providers' workload significantly.
- DVR will be pursuing a more systematic data tracking process to ensure efficiency

Service Providers are no longer required to track Annual Report data and will not be expected to submit the Annual Report at the time of Service Agreement Renewal-Spring 2018.

Service Providers may continue to record the data if they so desire and would be able to present the information to WDA management at the time of vetting/service agreement renewal.

WDA management will utilize internal DVR data for the 2018-19 Service Agreement renewal i.e. Consumer Satisfaction Survey results, Activity Cost, Placement Rates, etc.

Questions related to this change can be directed to dvrserviceproviders@dwd.wisconsin.gov - (608) 266-0177.

Statewide Service Agreements

Contact Us

- [Offices / Personnel](#)
- [Contacts & Resources](#)
- [Content Feedback](#)

Alternate Format?

If you have comments regarding any documents on DVR's website or **need an alternate format**, you may contact us via email at dvr@dwd.wisconsin.gov, or you can reach us by phone at 800-442-3477 (Toll Free), 608-266-1133 (FAX), or 888-877-5939 (TTY).

Service Provider Website Resources



- Service Agreement Training Page:
https://dwd.wisconsin.gov/dvr/service_providers/agreement_renewal_training.htm
 - Account Update Power Point & Recording
 - Account Update Checklist
- Service Provider Announcement Page
- Guidance for Changing Tax ID, Name, and/or Address

Agency Information



- Please notify Contract Specialist if any changes in address, name, and/or Tax ID.
- Forms processed through the local DVR office

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Questions?

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<http://dwd.wisconsin.gov>



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Service Provider Online Account



Demo: Online Account/Service Agreement

[Home](#) [Details](#) [Location](#) [Personnel](#) [My Personnel Info.](#) [Subcontractor](#) [Agreement](#)

[Request For Assistance](#) [Accessibility](#) [Logout](#)

[Help](#)

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